

Substitute Form PTO-1449 (Modified) Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b))	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-114001	Application No. 10/784,196
	Applicant Peter Gernold		
	Filing Date February 24, 2004	Group Art Unit Unknown	

U.S. Patent Documents							
Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
/LH/	AA	6,446,092	9/3/2002	Sutter			
/LH/	AB	6,256,676	7/3/2001	Taylor et al.			
/LH/	AC	5,870,605	2/9/1999	Bracho et al.			
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	AK						

Foreign Patent Documents or Published Foreign Patent Applications								
Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AL							
	AM							
	AN							
	AO							
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Other Documents (include Author, Title, Date, and Place of Publication)		
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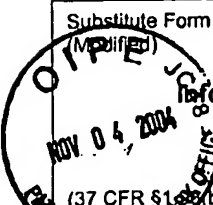
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	Applicant Peter Gernold		
	Filing Date February 24, 2004	Group Art Unit 2166	

U.S. Patent Documents							
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Other Documents (include Author, Title, Date, and Place of Publication)		
Examiner Initial	Desig. ID	Document
/LH/	AQ	SAP CRM 3.1, "The Administration Console user manual," Walldorf, Germany: SAP AG, December 2002, pp.1-92.
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Substitute Form PTO-1449 (Modified)  Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.102(b))	U.S. Department of Commerce Patent and Trademark Office		Attorney's Docket No. 13906-114P01	Application No. 60/478,349
	Applicant Peter Gernold			
	Filing Date June 16, 2003		Group Art Unit	

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/LH/	AA	US-6,289,337 B1	09-2001	Davies et al			
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							Yes	No

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Examiner Initial	Desig. ID	Document
/LH/	AC	Chambers, B. et al, "Customer Relationship Management, The New Battlefield for Workflow," Document World, IMC, Amstelveen, NL, vol. 4, no. 4, July 1999, XP009020464.
/LH/	AD	Erasala, N. et al, "Enterprise Application Integration in the Electronic Commerce World," Computer Standards & Interfaces, vol. 25, no. 2, May 2003, pp. 69-82, XP004418377.
/LH/	AE	Hill, J. et al, "Data Transformation: Key to Information Sharing," Gartner Group Strategic Analysis Report, September 19, 1998, pp. 1-60, XP 002223428.
/LH/	AF	Mitschang, B., "Data Propagation: A Necessity for CSCW in Design," Seventh International Conference on CSCW in Design, September 25, 2002, pp. 4-9, XP010615655.
/LH/	AG	Seshadri, P. et al, "SQLServer for Windows CE - A Database Engine for Mobile and Embedded Platforms," Data Engineering, 2000, pp. 642-644, XP010378761.

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